

DIRECT TESTIMONY
OF
SAMUEL S. MCCLERREN
TELECOMMUNICATIONS DIVISION
ILLINOIS COMMERCE COMMISSION

83 ILLINOIS ADMINISTRATIVE CODE PART 730

STANDARDS OF SERVICE FOR
LOCAL EXCHANGE TELECOMMUNICATIONS
CARRIERS

RULEMAKING

DOCKET NO. 00-0596

MAY 2, 2001

1 **Q. Please state your name and business address.**

2 A. My name is Samuel S. McClerren and my business address is 527 East Capitol
3 Avenue, Springfield, Illinois 62794.

4
5 **Q. What is your occupation?**

6 A. I am an Economic Analyst in the Engineering Department of the
7 Telecommunications Division of the Illinois Commerce Commission ("Commission").

8
9 **Q. Please describe your educational and occupational background.**

10 A. I graduated from Eastern Illinois University with a Bachelor of Arts Degree in
11 Economics in 1976, and with a Master of Arts Degree in Economics in 1977. From 1978 to
12 1984 I worked in retail, supervising six outlets in the St. Louis area. In 1984, I joined the
13 Missouri Public Service Commission ("MPSC") as a Management Auditor. In 1987, I left
14 the MPSC to join the Illinois Commerce Commission ("Commission") as a Management
15 Analyst. In my role as a Management Analyst, I managed telecommunications projects of
16 Contel of Illinois, Inc., GTE North, Inc., and Illinois Bell Telephone Company. In April 1996,
17 I began working in the Telecommunications Division of the Commission.

18 I have testified before both the MPSC and the Commission. Before this
19 Commission, I was case manager and provided testimony in Docket 98-0453, the most
20 recent Part 730 rulemaking proceeding. I testified in Docket 98-0555, the SBC/Ameritech
21 Illinois merger proceeding, regarding service quality matters, and in Dockets 98-0252 and
22 92-0448 regarding Illinois Bell's alternative regulation plans. Also, I have provided

testimony in Dockets 96-0404, 96-0486, 96-0503, 97-0171 and 97-0300 primarily related to telecommunications carriers' performance measurement and/or operations support systems. Finally, I have provided verified statements in several negotiated and arbitrated interconnection agreement proceedings.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to describe the background for this case and to sponsor the final version of Part 730 produced by the workshops in this proceeding. Except as I indicate herein, it is my understanding that the final version of Part 730 included as Attachment 1 hereto will provide the base document for all testimony in this proceeding.

Background For This Case

Q. On what basis was this proceeding initiated?

A. Based on a Staff Report dated August 31, 2000, at page 2 of this proceeding's initiating order, the Commission stated :

"IT IS THEREFORE ORDERED by the Illinois Commerce Commission that a proceeding be initiated to review 83 Ill. Adm. Code 730 to determine whether the standards for local exchange telecommunications service are clear as well as consistently applied and reported by all local exchange carriers, to determine whether Part 730, as currently written, has sufficient penalty mechanisms associated with it to modify a local exchange carrier's performance, to determine whether the levels of service currently required of local exchange carriers are appropriate, or if more stringent measures should be adopted, and to revise Part 730 as the Commission determines appropriate on the basis of the foregoing determinations as well as any other properly raised issues."

50

51 **Q. What has occurred thus far in this proceeding?**

52 A. Commission Staff led four Part 730 workshops with both industry and consumer
53 representatives, seeking to reach collaborative agreement on all proposed changes to Part
54 730. The meetings were held in the ICC's Springfield headquarters on December 19,
55 2000, January 9, 2001, February 8, 2001, and March 14, 2001. These workshops were
56 attended by various representatives such as Ameritech Illinois, Attorney General's office,
57 Allegiance, AT&T, Citizen's Utility Board, Verizon, Illinois Consolidated, 21st Century,
58 WorldCom, IITA, MCI, McLeod Communications, Gallatin River, Gridley Telephone, Sprint,
59 and ICC Staff.

60 The proposed changes to Code Part 730 reflect Staff's understanding of the agreed-
61 to document after the workshops. The proposed changes are underlined in cursive text
62 and deletions are eliminated with strikeout. See, Revised Code Part 730 attached hereto
63 as Attachment 1. Line numbers are included to facilitate reference.

64 Ms. Alcinda Jackson of the Consumer Services Division discusses certain
65 modifications to Part 730 in her testimony, such as definitions of Answer Time, Installation
66 Trouble Report, Repeat Trouble Report, and Trouble Report. Ms. Jackson also
67 addresses revisions to Sections 730.510, Answering Time; 730.535(c) and (d)
68 Interruptions of Services; and 730.540 (e) and (f), Installation Requests. Except for
69 certain minor clarifications identified in Ms. Jackson's direct testimony, these changes
70 are also reflected in Attachment 1.

71

72 **Q. Does every party that attended the workshops agree with the contents of**
73 **Attachment 1?**

74 A. Yes. It is my understanding that all of the parties agreed to the version of Part
75 730 set forth in Attachment 1, with three exceptions. After the workshops, the three
76 issues I would characterize as open are as follows:

- 77 1. ILEC/CLEC Relationship - Representatives of CLECs indicated a need
78 for better definition of the ILEC/CLEC relationship in Part 730, holding
79 the CLECs harmless if failure to achieve a standard is due to the non-
80 performance of the underlying ILEC.
81 2. Separate Reporting - Consumer groups expressed a strong desire to
82 have performance on certain standards broken out by both residential
83 and business customers.
84 3. Customer Compensation - Many local exchange carriers objected to
85 attempts to develop "...sufficient penalty mechanisms ... to modify a
86 local exchange carrier's performance," in Part 730. Order at p. 2.
87

88 It is my expectation that these issues will have to be addressed during the course of
89 this proceeding.

90

91 **Q. Do you agree with all of the proposed changes contained in Attachment 1?**

92 A. Yes, I do, with the following condition. I want to clarify that Attachment 1
93 represents a negotiated, agreed-to document. In the spirit of collaboration, Staff gave
94 up certain desirable elements to receive other more desirable elements in Attachment
95 1. If parties to this proceeding modify their positions on this agreed-to document, I
96 reserve the right to modify my position on any issue previously thought to be resolved.

97

98 **Final Version of Part 730 Produced by the Workshops**

99

100 **Q. What is contained in Attachment 1?**

101 A. Attachment 1 represents my understanding of the final, agreed-to document from
102 the workshops. As stated above, it does not reflect complete consensus, since the
103 three open issues - ILEC/CLEC Relationship, Separate Reporting, and Customer
104 Compensation - remain contested. Other than those three open issues, I believe there
105 to be no other issues of contention.

106

107 **Q. Will you please discuss all proposed changes in Attachment 1 and indicate**
108 **why they should be made?**

109 A. All proposed changes to the existing Code Part are provided in Attachment 1. A
110 brief description of a proposed change, as well as, in some instances, the reason for
111 the change are provided herein by line number. The following line numbers refer to
112 Attachment 1.

113 At line 15, Section 730.115 Reporting is included in the Table of Contents to
114 reflect its addition in the Code Part.

115 At line 33, Section 730.340 Incorporation of National Codes and Standards is
116 included in the Table of Contents to reflect its addition in the Code Part.

117 At line 57, as a minor correction, "Inter-Office" was changed to "Interoffice."

At line 62, Section 730.545 Trouble Reports is added as a separate section in the Table of Contents to reflect its creation in the Code Part.

At line 63, Section 730.550 Exchange Isolation is included in the Table of Contents as a separate section in the Code Part.

At lines 96 - 100, wording is modified to clarify that the Code Part pertains to the carrier/end user relationship only, and is not applicable to the ILEC/CLEC relationship and to make other minor clarifications.

At lines 122 - 128, a new definition of “answer time” is provided, clarifying when a call is received as well as when a call is answered, and the impact of a menu-driven system. The rationale for this change will be discussed more fully in Staff witness Jackson’s testimony.

At lines 130 - 131, the previous definition of “answer time” is deleted.

At line 146, the phrase “in the central office” is deleted for clarity.

At lines 148-149, the term “Busy season” and its accompanying definition is deleted to reflect that it is no longer contained in the Code Part.

At line 169, the capital letters on “Service Authority” are made lower case.

At lines 188 - 190, the new term “Customer premises equipment” is defined.

At lines 192 - 193, the new term “Customer premises wire” is defined.

At lines 226 - 255, the new term “Emergency situation” is defined. This definition was the subject of extensive discussion by the parties, and provides appropriate instances in which a telecommunications carrier can not reasonably be expected to maintain minimum levels of service quality.

At lines 279 - 280, a commonly used alternative for “information call” is provided.

At line 282, the term “Inside wire” is defined by reference to the term “customer premises wire.”

At lines 284 - 285, the new term “Installation trouble report” is defined. The rationale for this change will be discussed more fully in Staff witness Jackson’s testimony.

At lines 359 - 365, the term “Out of Service > 24 Hours” is defined. This definition responds to the Commission’s direction in the order to clarify terms in the Code Part to increase both understanding and utilization by all parties.

At lines 385 - 397, the term “Regular service installations” is defined. This term needed definition more than any other term because of a carrier’s interpretation that vertical services should be considered as a regular service installation. It was also determined that the installation of additional lines should be included in the definition.

At lines 404 - 405, the term “Repeat trouble report” is defined. The rationale for this change will be discussed more fully in Staff witness Jackson’s testimony.

At line 411, as a minor clarification, the word “all” is changed to “any.”

At lines 422 - 424, the term “Trouble report” is defined. The rationale for this change will be discussed more fully in Staff witness Jackson’s testimony.

At line 427, “and” is changed to “and/or” to provide more flexibility.

At lines 429 - 431, the term “Vertical services” is defined. This definition is necessary since the term is used in defining “Regular service installation.”

At lines 440 - 441, the phrase “or any subsections contained in this Part” was added. Without the added phrase, there was a concern that a waiver could only be obtained for the entire Code Part 730.

At line 447, “in” was changed to “as applied to.”

At lines 452 - 458, “Section 730.115 Reporting” was added. It provides that any report required by this Code Part will be certified by an authorized agent of the reporting carrier and clarifies that the report shall be publicly available. Staff proposes the certification revision described above, in order to confirm that the results of any report are authorized and are true, correct and complete. Staff proposes that the reports should be public because, in Staff’s experience, the public demands access to reporting results (although carriers sometimes identify such reports as proprietary) and Staff’s belief that it is in the public interest to make such results available.

At lines 485 - 487, a carrier’s maintenance program is required to be updated regularly, but not less than every two years. This change, as well as all of the other changes to Sections 730.305, were added to address safety and reliability concerns and to provide for consistent, mandatory maintenance programs.

At lines 489 - 495, National Electric Safety Code (“NESC”) standards are required for central office electrical equipment, and specifies an inspection schedule.

At lines 503 - 507, switching equipment database backup procedures are specified.

At lines 509 - 513, digital access and cross connect system database backup procedures are specified.

At lines 515 - 519, fiber optic terminal database backup procedures are specified.

At lines 548 - 551, central office batteries are to be maintained in accordance with Institute of Electrical Engineers ("IEEE") standards.

At line 603, the phrase "of the network cable" is added to clarify the point of demarcation.

At lines 614 - 633, the new Section 730.340 is added to specify the guidance derived from the NESC and the IEEE.

At lines 758 - 777, several additions and deletions are made that simply clarify the existing language. A substantive addition starts at line 765 where it is stated that whenever the average answer time standard is not met, the local exchange carrier is to take corrective action and report such action to the Commission within 15 days after the end of the month in which the violation occurred.

At lines 779 - 823, answer times for business and repair offices are addressed in more detail, as described by Staff witness Jackson. Lines 781 - 786 describes hours, staffing, and a menu driven system. Lines 788 - 792 requires the carrier to take corrective action and report that action to the Commission. Lines 794 - 812 clarify previous wording about records to be maintained and reported, particularly about the relationship of the business and repair offices.

At lines 821 - 823, the calculation methodology for average answer time is provided, as discussed by Staff witness Jackson.

At lines 829 - 834, dial tone provision is clarified, and a reporting requirement in the event of failure is provided to keep the Commission more fully informed of dial tone provisioning problems.

At lines 836 - 840, the calculation methodology for dial tone response time is provided.

At lines 842, 845, 849 and 852, letter designations are modified to reflect the change in sequence.

At lines 852 - 856, editorial changes are made to make the section consistent with other sections.

At lines 862 - 870, the trunk standard is reworded to bring the section up to date, and the completion rate reporting requirement changed from 96% to 98% to make it consistent with other parts of the section.

At lines 872 - 880, the calculation methodology for trunk performance is provided.

At lines 882 - 892, previous language regarding trunk performance is deleted.

At lines 911 - 913, the transmission loss maximum was reduced from 10 dB to 8.5 dB to update the standard to a more appropriate level of service quality.

At lines 941 - 1000, the new Out of Service > 24 Hours calculation is described. One of the key issues leading to this proceeding was the Commissioner's stated desire "to determine whether the standards for local exchange telecommunications service are clear as well as consistently applied and reported by all local exchange carriers." The Out of Service > 24 Hours calculation requires many considerations, and this

description with 10 variables reflects the workshop's best effort at developing a clear and consistently applied and reported standard.

At lines 1002 - 1007, wording regarding customer compensation for inadequate out of service repair is included. This wording is further discussed in Staff witness Jackson's testimony.

At lines 1009 - 1019, in the event access to the dwelling is required to repair the out of service condition, customer notification and scheduling within a 4 hour window shall occur. Additionally, if the appointment is going to be missed, the carrier shall make reasonable efforts to notify the customer and reschedule the appointment. This change is more fully discussed in Staff witness Jackson's testimony.

At line 1021, the section changes from "b)" to "e)."

At lines 1033 - 1045, rewritten sections have been deleted.

At lines 1047 - 1053, the section changes from "e)" to "f)," and minor wording clarifications are made at the end of the section.

At lines 1056 - 1070, rewritten sections have been deleted.

At lines 1076 - 1079, minor wording clarifications have been made regarding installations.

At lines 1081 - 1090, record keeping and reporting of installation performance is provided, ensuring that all carriers will collect the appropriate information regarding installation performance and that the Commission will be informed when problems occur.

At lines 1092 - 1097, the regular service installation calculation methodology is provided.

At lines 1099 - 1103, previous wording that has been rewritten has been deleted.

At lines 1105 - 1108, minor wording modifications are made to existing language regarding the 90% standard.

At lines 1110 - 1122, in the event access to the dwelling is required for installation, customer notification and scheduling within a 4 hour window shall occur. Additionally, if the appointment is going to be missed, the carrier shall make reasonable efforts to notify the customer and reschedule the appointment. Again, this change is discussed more fully in Staff witness Jackson's testimony.

At lines 1124 - 1126, previous language that has been revised is deleted.

At lines 1128 - 1133, wording regarding customer compensation for inadequate installation is included. This wording is further discussed in Staff witness Jackson's testimony.

At lines 1135 - 1138, previous language that has been revised is deleted.

At lines 1140 - 1144, a new section regarding trouble reports is included. While the standard for trouble reports exists in the current version of Code Part 730, and it is the same standard of 6 reports per 100 access lines as set forth in Attachment 1, the standard was not included in a separate section. Due to Staff's concerns that the requirements regarding the trouble report standard were not being adequately addressed by the previous version of Part 730, it has been expanded with new measurements as described below. Staff further believes that this expansion is

necessary to maintain consistency of reporting requirements among the various standards of Part 730.

At lines 1146 - 1152, the appropriate recording and reporting of trouble report information is provided.

At lines 1154 - 1156, a new standard is provided for repeat trouble reports. This standard will provide the Commission with information about how frequently carriers have to return to a customer's access line that was thought to have been fixed in the previous 30 days. This wording is further discussed in Staff witness Jackson's testimony.

At lines 1158 - 1162, the appropriate recording and reporting of repeat trouble report information is provided.

At lines 1164 - 1168, additional information about material to be maintained by the carrier is provided.

At lines 1170 - 1172, a new standard for installation trouble reports is provided, requiring that trouble reports on installations do not exceed 20% of total installations in a month. This wording is further discussed in Staff witness Jackson's testimony.

At lines 1174 - 1192, a new section called "Exchange Isolation" is created, but is based on the current section 730.535(c) and 730.535(d) regarding service interruptions. The new section provides, in the event of a complete central office outage or exchange isolation, more detail regarding what information is to be communicated to the Commission, and how that communication will occur. Additionally, the standard regarding the duration of a reportable "complete central

office failure” increased from two minutes to three minutes. This increase allows carriers more of an opportunity to perform routine switch maintenance in off hours without having to notify the Commission of a central office failure.

At lines 1194 - 1197, the phone number for after normal business hours is provided.

At lines 1199 - 1204, language addressing the length of any necessary outage is provided.

Q. Has Staff modified this version from Version 5 of the workshops?

A. Yes, there have been three changes. First, wording was added at lines 963 and 967 regarding the out of service calculations to clarify that the referenced Calculation A is the actual standard, while Calculation B is to be maintained by companies for reporting to Commission Staff upon request for future consideration.

There has also been a change at line 1180 regarding the telephone number. The new Commission number for companies to call in the event of a complete central office failure is (217)558-6166.

There has also been a change at line 1197 where a new telephone number was inserted to notify the Commission after normal business hours. The new number is (217)558-6166.

310 Staff witness Jackson has also proposed certain minor clarifications which are
311 identified in her direct testimony submitted in this proceeding, but are not included in
312 Attachment 1.

313

314 **Q. Does this conclude your testimony?**

315 A. Yes, it does.

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 730
STANDARDS OF SERVICE FOR LOCAL EXCHANGE
TELECOMMUNICATIONS CARRIERS

SUBPART A: GENERAL

Section	
730.100	Application of Part
730.105	Definitions
730.110	Waiver
730.115	Reporting

SUBPART B: RECORDS AND REPORTS

Section	
730.200	Preservation of Records

SUBPART C: ENGINEERING

Section	
730.300	Construction
730.305	Maintenance of Plant and Equipment
730.310	Grade of Service
730.315	Interoffice Trunks (Repealed)
730.320	Network Service
730.325	Emergency Operation
730.330	Construction Work Near Utility Facilities
730.335	Network Interface
730.340	Incorporation of National Codes and Standards

SUBPART D: CALL DATA, INSPECTIONS, AND TESTS

Section	
730.400	Provisions for Testing
730.405	Call Data Records
730.410	Call Data Reading Interval
730.415	Call Data Recording Equipment and Test Facilities
730.420	Call Data Recording Equipment Requirements
730.425	Initial Test
730.430	As-Found Tests

45 730.435 Routine Tests
46 730.440 Request Tests
47 730.445 Referee Tests
48 730.450 Test Records

49

50 SUBPART E: STANDARDS OF QUALITY OF SERVICE

51

52 Section

53 730.500 Adequacy of Service
54 730.505 Operator Handled Calls
55 730.510 Answering Time
56 730.515 Central Office Administrative Requirements
57 730.520 Interoffice Trunks
58 730.525 Transmission Requirements
59 730.530 Coin Telephone Service (Repealed)
60 730.535 Interruptions of Service
61 730.540 Installation Requests
62 730.545 Trouble Reports
63 730.550 Exchange Isolation

64

65 SUBPART F: SAFETY

66

67 Section

68 730.600 Safety Program
69 730.605 Accident Reports (Repealed)

70

71 SUBPART G: BOUNDARIES

72

73 Section

74 730.700 Map Requirements
75 730.705 Map Specifications
76 730.710 Application for Certificate
77 715.730 Service Outside Exchange Boundaries
78 730.720 Map Maintenance
79 730.725 District Boundaries (Repealed)

80

81 AUTHORITY: Implementing Section 8-301 and authorized by Section 10-101 of the Public
82 Utilities Act [220 ILCS 5/8-301 and 10-101].

83

84 SOURCE: Filed November 6, 1970; amended at 7 Ill. Reg. 2147, effective February 4,
85 1983; codified at 8 Ill. Reg. 12191; Part repealed and new Part adopted at 15 Ill. Reg.
86 16060, effective November 1, 1991; amended at 24 Ill Reg. 13861, effective September 1,
87 2000.

88

SUBPART A: GENERAL

89
90 Section 730.100 Application of Part
91

92 This Part shall apply to all local exchange carriers offering or providing either competitive or
93 noncompetitive telecommunications services as defined in Sections 13-209 and 13-210 of
94 the Universal Telephone Service Protection Law of 1985 ("Law") [220 ILCS 5/13-209, 13-
95 210]. This Part shall only apply to the relationship between a serving local exchange carrier
96 and its end user. This Part shall not apply to the relationship between a serving local
97 exchange carrier that provides wholesale facilities or services to another serving local
98 exchange carrier for provisioning of services to its retail end user customers.
99

100 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)
101

102 Section 730.105 Definitions
103

104 As used in this Part, the following terms shall have these definitions:
105

106 "Abandoned call" means a call that has been offered to a communications
107 network or telephone system that was terminated by the person originating
108 the call before it was answered by the entity being called.
109

110 "Access line" means the connecting facility between a customer's premises
111 network interface device and the local exchange carrier's facility that provides
112 access to the switching network for local exchange and interexchange
113 telecommunications service. This includes the network interface or equiva-
114 lent, the outside plant facilities, the office frame and frame wiring and the
115 office line termination.
116

117 "Analog" means a continuous electrical signal that carries information by
118 means of variations in its amplitude or frequency. The electrical signal being
119 transmitted varies in direct relation to the signal generated by the source.
120

121 "Answer time" means a measurement in seconds from the point the carrier's
122 telephone system receives the call until the call is answered by the carrier's
123 representative who is ready to accept information. In the case when the
124 carrier uses a menu-driven system, the measurement begins once the menu-
125 based system has transferred the customer into the carrier's telephone
126 system until the call is answered by the carrier's representative.
127

128 "Application" means a verbal or written request for a telecommunications
129 service.
130

131 “Assistance calls” means calls in which the operator provides assistance or
132 instructions to the customer. Examples: rate quotes, credit requests, trouble
133 reports, dial assistance, and dialing instructions.

134
135 “Business office” means those offices of the company where calls are
136 answered and made. A business office typically employs company repre-
137 sentatives to assist customers for order entry and lookup on customers’
138 orders and account records through the use of a computerized system. “Busy
139 hour” means the two consecutive half-hours each day during which the
140 greatest volume of traffic is handled.

141
142
143 “Busy tone” means an audible signal indicating a call cannot be completed
144 because the called access line is busy. The tone is applied 60 times per
145 minute.

146
147 “Call data” means the recorded information necessary to measure and bill
148 each call.

149
150 “Calls” means customers’ messages attempted.

151
152 “Central office” means the site where switching equipment is located. A local
153 central office, also called an end office, is the switching office where
154 individual subscriber’s access lines appear. It houses the equipment that
155 receives calls transmitted on the local loop and routes the call over the
156 switched network either directly to the person called, if the call is placed to a
157 location served by the same local central office, or to another central office, if
158 the call is placed to a customer served by a different central office. Each
159 central office serves local loops in an exclusive geographic area.

160
161 “Certificate of service authority” means the authorization by the Illinois
162 Commerce Commission (“Commission”) granting a local exchange carrier the
163 right to provide telecommunications services within a specified geographical
164 area.

165
166 “Channel” means a single path between two or more points provided for
167 transport of user information and/or signaling for a communications service.

168
169 “Connecting company” means a corporation, association, partnership or
170 individual (other than a company affiliated interest) that owns or operates
171 central offices or similar switching facilities and interchanges traffic directly or
172 indirectly with the local exchange carriers.

174 “Customer” means any person, building owner, firm, partnership, corporation,
175 municipality, cooperative, organization, governmental agency, etc., provided
176 with local exchange carrier telecommunications services as defined in
177 Section 13-204 of the Law [220 ILCS 5/13-204]. “Customer” may also be
178 referred to as “end user.”
179

180 “Customer premises equipment” means equipment employed on the
181 premises of a person (other than a carrier) to originate, route, or terminate
182 telecommunications.
183

184 “Customer premises wire” means any wire, including interface equipment, on
185 the customer side of the network interface or equivalent.
186

187 “Customer trouble report” means any verbal or written report relating to diffi-
188 culty or dissatisfaction with the operation of regulated telecommunications
189 services. One report shall be counted for a verbal or written report received.
190 When several items are reported by one customer at the same time, and the
191 group of troubles so reported is clearly related to a common cause, they are
192 counted as one report.
193

194 “dBrnc” means a measure of the interfering effect of noise.
195

196 “Decibel” or “dB” means a standard unit used for expressing a transmission
197 signal gain or loss.
198

199 “Dial tone” means an audible tone sent from an automatic switching system
200 to a customer to indicate the equipment is ready to receive dial signals.
201

202 “Dial tone first” means coin telephone service that allows a customer to
203 obtain a dial tone before money is deposited into the coin telephone.
204

205 “Digital” means a signal which carries information by discrete changes in its
206 parameters. For digital transmission of analog information, the incoming
207 voice, data, or video signals are sampled periodically and digitally coded for
208 transport through the network.
209

210 “Direct Distance Dialing” or “DDD” means the automatic establishment of toll
211 calls in response to signals from the dialing device of the originating
212 customer.
213

214 “Distributing system” means that part of the outside cable plant connecting
215 the central office to the customer network interface at the customer’s
216 premises.
217

218 “Emergency situation” shall mean a single event that causes an interruption
219 of service or installations affecting end users of a local exchange carrier. The
220 emergency situation shall begin with the first end user whose service is
221 interrupted by the single event, and shall end with the restoration of the
222 service of all affected end users.

223 The term single event shall include:

- 224 (A) a declaration made by the applicable state or federal
225 governmental agency that the area served by the local
226 exchange carrier is either a state or federal disaster area; or
- 227 (B) an act of third parties, including acts of terrorism, vandalism,
228 riot, civil unrest, war, or acts of parties that are not agents,
229 employees or contractors of the local exchange carrier; or
- 230 (C) a severe storm, tornado, earthquake, flood or fire, including
231 any severe storm, tornado, earthquake, flood or fire that
232 prevents the local exchange carrier from restoring service due
233 to impassable roads, downed power lines, or the closing off of
234 affected areas by public safety officials.

235 The term “emergency situation” shall not include:

- 236 (1) a single event caused by high temperature conditions alone; or
- 237 (2) a single event caused by acts or omissions of the local
238 exchange carrier, its agents, employees or contractors; or
- 239 (3) any service interruption that occur during a single event listed
240 in subsections (A through C) above, but are not caused by
241 those single events; or
- 242 (4) a single event which the local exchange carrier could have
243 reasonably foreseen and taken precaution to prevent;
244 provided, however, that in no event shall a local exchange
245 carrier be required to undertake precautions which are
246 technically infeasible or economically prohibitive.

247
248 “End user” means any person, building owner, firm, partnership, corporation,
249 municipality, cooperative, organization, governmental agency, etc., provided
250 with local exchange carrier telecommunications services for consumption, not
251 for resale, as defined in Section 13-204 of the Law [220 ILCS 5/13-204]. “End
252 user” may also be referred to as “customer.”

253
254 “Exchange area” means a unit established by a local exchange carrier and
255 approved by the Commission for the administration of telecommunications
256 service in a specified geographical area. It may consist of one or more central
257 offices together with associated plant used in furnishing telecommunications
258 services in that area. Exchange areas are identified on exchange boundary
259 maps on file with the Commission.

261 “Foreign exchange service” means a classification of exchange services
262 whereby customers may be provided a telecommunications service from a
263 local exchange other than the one from which they would normally be served.

264
265 “Information call” means a call in which a customer will be connected to an
266 information bureau by dialing the proper service code or number and will be
267 given the directory number of the customer whom he desires to call, provided
268 that the customer’s number to be called is or will be published or listed in the
269 information records. An “information call” is also referred to as directory
270 assistance.

271
272 “Inside wire” means the same as “customer premises wire” defined above.

273
274 “Installation trouble report” means any trouble report filed within seven (7)
275 days after the completion of a regular service installation.

276
277 “Intercept service” means a service arrangement provided by the local
278 exchange carrier whereby calls placed to a disconnected or discontinued
279 telephone number are intercepted and the calling party given such infor-
280 mation as the called telephone number has been disconnected, discon-
281 tinued, or changed to another number, or that calls are being received by
282 another telecommunications line.

283
284 “InterMSA” means those calls originating in one Market Service Area (MSA)
285 but terminating in another MSA. See Section 13-208 of the Public Utilities Act
286 [220 ILCS 5/13-208].

287
288 “Interoffice trunk” means a communication path between two central offices.

289
290 “Line” means the conductor or conductors, supporting circuit equipment, and
291 structures extending between customer network interfaces and central
292 offices, or between central offices, whether they be in the same or different
293 communities.

294
295 “Local exchange carrier” means a telecommunications carrier certificated by
296 the Commission to provide intra-exchange and/or inter-exchange service
297 within the same MSA.

298
299 “Local exchange service” means the same as “local exchange telecom-
300 munications service” as defined in Section 13-204 of the Law.

301
302 “Local exchange service area” means the area where telecommunications
303 service is furnished to customers under a specific schedule of rates and

without toll charges. A local exchange service area may include one or more exchange areas or portions of exchange areas.

“Local message” means a completed call between customers served by the same central office or between customers served by two different central offices as defined by and in accordance with tariffs.

“Local loop” means a channel between a customer’s network interface and its serving central office. The most common form of loop, a pair of wires, is also called a line.

“Local usage charge” means the charge that applies to a call defined as a “local message”.

“Map” means a drawing showing a geographical area in which a local exchange carrier furnishes telecommunications services.

“Message” means a completed customer call.

“Network” means the aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks, and associated switching facilities.

“Network interface” means the point of termination on the customer premises at which the local exchange carrier’s responsibility for the provision and maintenance of network channel or line service ends. The network interface is part of the network and the order of appearance of central office lines on it is determined solely by the local exchange carrier

“Network service” means a telecommunications service that links two or more discrete channels for the purpose of creating a point-to-point connection.

“Noise to Ground (Ng)” means the noise measured between ground and the tip and ring conductors. The customer does not hear the noise to ground, but the amount of noise to ground affects the amount of noise metallic which a customer hears.

“Noise Metallic (Nm)” means the noise measured across the tip and ring of a circuit and is the noise that the customer hears.

“Operator number identification” means a service provided by an intercept operator on calls that originate from a telecommunications office that is not equipped for automatic identification of the called number.

“Out of Service > 24 Hours” means that 24 hours after reporting an out of service condition to the local exchange carrier, the customer still:

- (A) has no dial tone; or
- (B) cannot be called; or
- (C) cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user’s calling or call receiving ability.

“Outside plant” means the telecommunications equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customer locations or between central offices.

“Party line service” is a service offering where two or more unaffiliated end user customers share the same line and telephone number.

“Premises” means the space occupied in a single local exchange area by a customer in a building or in adjoining buildings not separated by a public thoroughfare or in a public office building where the customer’s office space is all contiguous.

“Public telephone service” means one-party access line service equipped with a coin collecting and/or calling-card only telephone instrument installed for the use of the general public in locations where the general public has access to these telephones.

“Regular service installations” shall include all installation and move orders of residential and business single lines, including orders for additional lines, and shall exclude orders for the following:

- (A) Advanced/Special Services (e.g., WATS, FX, DSL)
- (B) Vertical services
- (C) Payphones
- (D) Company official lines
- (E) Records work only
- (F) Orders impacted by the customer for the following reasons:
 - (i) Hold for payment
 - (ii) Customer will advise
 - (iii) Customer requested later due date
 - (iv) No access

“Repair office” means an office to handle customers’ reported telephone facility problems. Customers may call to request trouble verification tests, initiate trouble reports and obtain information on the status of open trouble reports.

392 “Repeat trouble report” means any trouble report filed within thirty (30) days
393 after the closing of a previous trouble report filed by the same customer.

394
395 “Reporting entity” means a unit established by the local exchange carrier for
396 the purpose of administering the customer service operations established by
397 this Part.

398
399 “Telecommunications service” means any regulated communication service
400 provided by local exchange carriers.

401
402 “Toll call” means a completed message between customers in different
403 exchanges for which message toll rates are applicable.

404
405 “Traffic” means call volume based on number and duration of messages.

406
407 “Transmission” means the process of sending information from one point to
408 another.

409
410 “Trouble report” means any customer complaint to the local exchange carrier
411 regarding the operation of their telephone service, including both service
412 affecting conditions or out of service conditions.

413
414 “Trunk” means a transmission path between switching units, switching
415 centers, and/or toll centers.

416
417 “Vertical services” means optional telecommunication services including,
418 without limitation, Caller ID or Call Waiting, which a customer may choose to
419 have added to its basic access line.

420
421 “Working line” means an active access line or channel.

422
423 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

424
425 Section 730.110 Waiver

426
427 The Commission, on application of a company, customer, applicant, or user or on its own
428 motion, may grant a temporary or permanent waiver from this Part, or any subsections
429 contained in this Part, in individual cases where the Commission finds that:

- 430
431 a) The provision from which the waiver is granted is not statutorily mandated;
432
433 b) No party will be injured by the granting of the waiver; and
434

- 435 c) The rule from which the waiver is granted would, as applied to the particular
436 case, be unreasonable or unnecessarily burdensome.

437
438 (Source: Added at 24 Ill. Reg. 13861, effective September 1, 2000)
439 Section 730.115 Reporting
440

441 All reports required to be submitted to the Staff or to the Illinois Commerce Commission
442 under this Part 730, except Section 730.510(b)(3), shall be certified by an authorized
443 agent of the reporting carrier and shall be filed with the Chief Clerk of the Commission
444 in a form suitable for posting to the Commission's web page. All such reports will be
445 public records available for inspection and copying.

446 SUBPART B: RECORDS AND REPORTS

447

448 Section 730.200 Preservation of Records

449

450 All records required by this Part shall be preserved in accordance with provisions of 83
451 Ill. Adm. Code 705.

452 SUBPART C: ENGINEERING

453

454 Section 730.300 Construction

456

- 457 a) Each local exchange carrier shall place a minimum of 80% of all newly con-
458 structed outside cable plant facilities (measured in sheath miles) under-
459 ground.
- 460
- 461 b) The telecommunications outside plant shall be designed, constructed,
462 maintained, and operated in accordance with the provisions of 83 Ill. Adm.
463 Code 305 and 83 Ill. Adm. Code 265.
- 464

465 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

466 Section 730.305 Maintenance of Plant and Equipment

468

469 Each local exchange carrier shall:

- 470
- 471 a) adopt a maintenance program for its equipment based on the minimum
472 standards set forth in this Part, which program shall be updated regularly
473 but not less than every two years.
- 474
- 475 b) inspect every two years, in accordance with the National Electric Safety
476 Code ("NESC") standards identified in 83 Ill. Adm. Code 305, its electrical
477 grounding equipment owned by such carrier for each central office,
478 including, without limitation, the component of such system commonly

known as the master ground bar, to ascertain the integrity of the central office ground field, and maintain a copy of the test results in the office and available for inspection.

The inspection shall be performed annually if one of the following events occurs: an office conversion (replacement of the current switching equipment), a building addition to a central office, or renovations to the building facilities and grounds, such as water, sewer, gas, electric facilities or parking lot.

c) copy, on a monthly basis, its database for switching equipment applicable to each central office and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

d) copy, on a monthly basis, its digital access and cross-connect system (DACS) database for each central office, if technically feasible, and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

e) copy, on a monthly basis, its fiber optic terminal database for each central office, if technically feasible, and store such copy off-site or in a fireproof on-site storage for emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

Section 730.310 Grade of Service

No local exchange carrier shall offer party line service.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.315 Interoffice Trunks (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.320 Network Service

Local exchange carriers shall retain control of the network and not provide service to lines that introduce energy into the network at levels or frequencies that will interfere with other users.

Section 730.325 Emergency Operation

- 523
- 524 a) Each local exchange carrier shall make provisions to meet emergencies
- 525 resulting from failures of commercial or power service, sudden and pro-
- 526 longed increases in traffic, illness of personnel, fire, storm, or other
- 527 natural disasters. Each local exchange carrier shall inform employees as
- 528 to procedures to be followed in the event of emergency in order to prevent
- 529 or minimize interruption or impairment of telecommunications service.
- 530 b) Each existing central office will contain a reserve battery supply of 5
- 531 hours where emergency power generators are not installed and 3 hours
- 532 where they are in place. Central office batteries shall be maintained in
- 533 accordance with Institute of Electrical and Electronic Engineers ("IEEE")
- 534 standards as adopted by this code in Section 730.340 herein, and records
- 535 verifying such maintenance shall be kept on site. New central offices or
- 536 central offices being replaced shall contain a reserve battery supply of 8
- 537 hours where emergency power generators are not installed and 5 hours
- 538 where they are in place. In central offices without installed emergency
- 539 power generators, a mobile power unit shall be available that can be
- 540 delivered and connected within 5 hours.
- 541
- 542 c) In new central offices exceeding 3,000 working lines, a permanent power
- 543 generator shall be installed. For existing central offices having over 3,000
- 544 lines, permanent power generators shall be installed at the time of office
- 545 replacement or battery replacement.
- 546
- 547 d) Emergency generator units shall have available at least a 12 hour fuel
- 548 supply.
- 549
- 550 e) Emergency generator units shall be tested under load once a month. A
- 551 record of the test results shall be maintained.
- 552

553 Section 730.330 Construction Work Near Utility Facilities

554

- 555 a) A local exchange carrier, upon receipt of written or verbal notification of
- 556 work that may affect its facilities, will be responsible for investigating and
- 557 deciding what action, if any, must be taken to protect any underground
- 558 service to the public in accordance with 83 Ill. Adm. Code 265.
- 559
- 560 b) The local exchange carrier shall have the responsibility to protect,
- 561 remove, alter, or reconstruct its facilities, provided that nothing in this
- 562 Section shall be deemed to affect any right which the local exchange
- 563 carrier may have to require advance payment or adequate assurance of
- 564 payment of the cost thereof to the local exchange carrier by the property
- 565 owner or contractor.
- 566

- 567 c) The local exchange carrier may, in order to protect its interest, require
568 that the owner or contractor perform certain work (such as providing
569 ducts, conduit space, or working space) upon that part of the service
570 piping or wiring on, or being removed from, the property on which the
571 work is being performed. This Section is not intended to affect the
572 responsibility of the contractor or owner, or the liability or legal rights of
573 any party.
574
- 575 d) Coordination of all construction and maintenance work between local
576 exchange carriers and other public utilities shall be in accordance with 83
577 Ill. Adm. Code 265.
578

579 Section 730.335 Network Interface
580

- 581 a) The network interface for a residential customer shall be located in or on a
582 structure owned, rented, or leased by the customer, in which the customer
583 resides.
584
- 585 b) The network interface for business customers shall be located in or on
586 structures owned, rented, or leased by the customer, in which the customer is
587 conducting business. The demarcation point shall be located at the minimum
588 point of penetration of the network cable to the building, normally within 25
589 feet. Deviation from this location must be mutually agreeable to the building
590 owner and the telecommunications provider.
591
- 592 c) Network interfaces shall not be located on fence posts, utility poles, or cable
593 pedestals.
594
- 595 d) Network interfaces for temporary services or serving trailers, boats, or cus-
596 tomer-owned pay telephones shall be located on structures provided by the
597 customer or on a utility pole.
598

599 Section 730.340 Incorporation of National Codes and Standards
600

- 601 a) The Commission adopts as its rules the following portions of the NESC:
602
- 603 1) Section 2 (Definitions of Special Terms).
 - 604
 - 605 2) Section 9 (Grounding Methods of Electric Supply and
 - 606 Communications Facilities).
 - 607
- 608 b) The Commission adopts as its rules the following publications of the
609 IEEE:
610

- 611 1) IEEE Std 1188-1996 Recommended Practice for Maintenance,
612 Testing, and Replacement of Valve-Regulated Lead-Acid (VRLA)
613 Batteries for Stationary Applications.
614
615 2) IEEE Std 450-1995 Recommended Practice for Maintenance,
616 Testing and Replacement of Lead Acid Batteries for Stationary
617 Applications.
618
619 c) This incorporation does not include any later amendments or editions.
620 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)
621

622 SUBPART D: CALL DATA, INSPECTIONS, AND TESTS

623 624 Section 730.400 Provisions for Testing

625
626 Each local exchange carrier shall provide, or have access to, test facilities which will
627 enable it to determine the operating and transmission capabilities of channel and
628 switching equipment, either for routine maintenance or for fault location.
629

630 Section 730.405 Call Data Records

631
632 Recording devices, when used in connection with telecommunications service to collect call
633 data from which the customer's bills are prepared, shall show:

- 634
635 a) Called customer's telephone number;
636
637 b) Calling customer's telephone number;
638
639 c) Date;
640
641 d) Time of day; and
642
643 e) Duration of message.
644

645 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)
646

647 Section 730.410 Call Data Reading Interval

648
649 Call data shall be read at intervals to correspond to the customer billing period.
650

651 Section 730.415 Call Data Recording Equipment and Test Facilities

a) Where local exchange billing is based on the number and/or duration of messages, each local exchange carrier shall provide the facilities and equipment for testing recording equipment.

b) Any local exchange carrier may be exempted from the requirement by petitioning for a waiver from the Commission (see 83 Ill. Adm. Code 200). The Commission shall grant the waiver if the local exchange carrier has made arrangements to have its recording equipment tested by another local exchange carrier or by an organization engaged in the testing of metering equipment.

Section 730.420 Call Data Recording Equipment Requirements

All recording devices used to record data and prepare customers' bills shall be read and interpreted and shall not involve approximations.

Section 730.425 Initial Test

Either the manufacturer, the local exchange carrier, or an organization equipped for such testing shall test each recording device for accuracy when the device is released for service.

Section 730.430 As-Found Tests

All call data recording devices tested in accordance with this Part for either routine maintenance or a complaint shall be tested in their normal operating location and wiring mode.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.435 Routine Tests

Each local exchange carrier shall have written procedures for the periodic testing and maintenance of recording systems to assure the integrity of its operation.

Section 730.440 Request Tests

Upon request of any customer, the local exchange carrier shall make a test of any call data recording device related to billing, provided such a request is not made more frequently than once every 6 months.

Section 730.445 Referee Tests

Any customer, by written request to the Telecommunications Division of the Commission, may have a test of any recording device related to its billing, conducted by the local

exchange carrier in the presence of a representative of the Commission, provided such request is not made more frequently than once every 6 months.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.450 Test Records

A record shall be made of all recording equipment tests and adjustments with supporting data to allow checking of the results. Such record shall include recording system identification, type, date and kind of test, and the results of each test.

SUBPART E: STANDARDS OF QUALITY OF SERVICE

Section 730.500 Adequacy of Service

- a) Traffic studies shall be made and records maintained to the extent and frequency necessary to determine that sufficient equipment and an adequate operating force are provided to meet the minimum standards of service set forth in Sections 730.520 and 730.525.
- b) Each local exchange carrier shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up to date and checked every six months to determine if adjustments are necessary to maintain proper balance in all trunk and equipment groups.
- c) Local service furnished by pair gain devices at a given exchange shall provide service equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.
- d) Local exchange carrier employees shall be instructed to comply with the provisions of all applicable Federal and state laws in maintaining secrecy of communications (see 47 U.S.C. Sec. 605 and Ill. Rev. Stat. 1989, ch. 38, pars. 14-1 to 14-9).

Section 730.505 Operator Handled Calls

When an operator is notified by a customer that he has reached a wrong number, has been cut off, or has experienced poor transmission, the operator shall arrange for credit, except in cases where fraudulent activity is demonstrable.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.510 Answering Time

741 a) Operator offices

742
743 1) Operator offices shall be staffed so that the average answer time,
744 calculated on a monthly basis, shall not exceed ten (10) seconds for the
745 following types of calls: (i) toll and assistance; and (ii) information.

746
747
748
749 2) Whenever the average answer time, calculated on a monthly basis,
750 exceeds ten (10) seconds, the local exchange carrier shall take
751 corrective action and report such action to the Commission within
752 fifteen (15) days after the end of the month in which the violation
753 occurred.

754
755
756
757
758
759 b) Business and Repair Offices

760
761 1) Business offices (during normal business hours) and Repair offices
762 shall be staffed so that the average answer time, calculated on a
763 monthly basis, shall not exceed sixty (60) seconds. In the case where
764 a menu driven, automated, or interactive system is utilized to answer
765 any such call, such system shall provide within the first menu of
766 options, the option of transferring to a live attendant.

767
768 2) Whenever the average answer time, calculated on a monthly basis,
769 exceeds sixty (60) seconds, the local exchange carrier shall take
770 corrective action and report such action to the Commission within
771 fifteen (15) days after the end of the month in which the violation
772 occurred.

773 3) Local exchange carriers shall maintain records of answer time performance at their
774 business offices and repair offices. At a minimum, these records shall
775 contain the following information collected on a monthly basis:

- 776
777 A) Total number of calls received; B) Total number
778 of calls answered;
779 C) Average answer time; and
780
781 D) Total number and percentage of abandoned calls.

782
783 On or before March 1 of each year, each local exchange carrier shall file,
784 with the Chief Clerk of the Commission, an annual report containing the

785 above information for its business and repair office(s) (separately when it
786 maintains separate business and repair offices) for each month of the
787 preceding calendar year. This information shall also be made available to the
788 Commission when requested.

789
790 c) Whenever a telephone company fails to meet any of the monthly objectives
791 contained in this Section, it shall report that fact to the Commission's
792 Telecommunications Division, with a statement of the reasons for such
793 failure, within 15 days after the end of the respective month.

794
795 d) For purposes of this Section, "average answer time" shall be calculated by
796 dividing the total number of call waiting seconds by the total number of
797 reported monthly calls answered.

798
799 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

800
801 Section 730.515 Central Office Administrative Requirements

802
803 a) Central office capacity and equipment shall be sufficient to provide a dial
804 tone within three seconds on ninety-five (95%) percent of all calls placed
805 during the busy hour of any given day. Whenever the dial tone rate falls
806 below ninety-five (95%) percent, the local exchange carrier shall take
807 corrective action and report such action to the Commission within fifteen (15)
808 days after the end of the month in which the violation occurred.

809 b) For purposes of subsection (a) above, the percent of calls that obtained dial
810 tone within three seconds shall be derived by dividing the total number of
811 customer dialing attempts during the busy hour that obtained dial tone within
812 three seconds by the total number of customer attempts to obtain dial tone
813 during the busy hour.

814
815 c) Each central office shall be equipped with alarms to indicate failures or
816 improper functions.

817
818 d) Either operator or mechanized intercept service shall be provided for non-
819 working or changed terminating numbers until the numbers are assigned or
820 reassigned.

821
822 e) All remote switching units are to be equipped to continue to perform basic
823 internal switching functions if a base unit connection is interrupted.

824
825 f) Whenever a local exchange carrier fails to meet the monthly objectives con-
826 tained in this section, it shall report that fact to the Commission's Tele-
827 communications Division, with a statement of the reasons for such failure,
828 within fifteen (15) days after the end of the respective month.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.520 Interoffice Trunks

- a) Local interoffice trunks and intraoffice trunks, interoffice toll trunks, and the intertoll trunk and any related switching components shall be engineered so that (i) at least ninety-eight (98%) percent of calls shall not encounter an All Trunks Busy ("ATB") condition and (ii) at least ninety-eight (98%) percent of properly dialed incoming interMSA calls, during the busy hour, shall receive ringing signal, station busy tone, or intercept (other than ATB) on the first attempt. When the completion rate falls below ninety-eight (98%) percent for three consecutive months, corrective action shall be initiated and such action reported to the Commission.
- b) For purposes of subsection (a) above, the information required to be reported shall be calculated by capturing total call attempts (local, toll, DDD, or inter/intraoffice) and calls that do not encounter an ATB condition that are going through trunk groups controlled by the reporting entity during the busy hour. Calls that do not encounter an ATB condition should be divided by Total Trunk Attempts to derive the percent of calls completed without encountering an ATB. The calculation should be performed for each base unit and all remotes that home on each base. Measurements for all of the base and remote units should be added to provide a statewide basis.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.525 Transmission Requirements

Local exchange carriers shall furnish and maintain plant, equipment, and facilities to meet the following minimum transmission standards. The transmission standards set forth in this Section are based upon measurements from the network interface at the customer premises through the local loop to a nominal 48-volt central office and measured at a frequency of 1004 hertz.

- a) Local line analog loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by deployment of loop range extenders.
- b) All analog loops are to be maintained to a minimum of 40,000 ohms insulation resistance.

- 872 c) Transmission loss of analog local loop shall be engineered not to exceed 8.5
873 dB when measured in accordance with subsection (a). The local loop
874 transmission loss shall be adjusted to 8.5 dB or less if it exceeds 8.5 dB.
875
876 d) Transmission loss in analog interoffice trunks shall be engineered not to
877 exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it
878 shall be corrected to within 1 dB of the design loss.
879
880 e) Transmission loss on analog toll terminating trunks shall be engineered not
881 to exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it
882 shall be corrected to within 1 dB of the design loss.
883
884 f) Transmission loss on all digital interoffice trunks shall be engineered and
885 maintained not to exceed 6 dB.
886
887 g) Loop current shall be maintained at 20 milliamperes or greater.
888
889 h) Power influence (Noise to Ground) shall not exceed 90 dBnc.
890
891 i) Circuit noise (Noise Metallic) shall not exceed 30 dBnc.
892

893 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)
894

895 Section 730.530 Coin Telephone Service (Repealed)

896
897 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)
898

899 Section 730.535 Interruptions of Service

- 900
901 a) On a monthly basis, each local exchange carrier shall clear 95% of all out-
902 of-service troubles up to the customer network interface within twenty four
903 (24) hours after such troubles are reported by the customer.
904
905 b) For purposes of maintaining records or reporting information relating to the
906 objective set forth in subsection (a) above, the information required to be so
907 maintained or reported shall be calculated as follows:
908
909 1) Each occurrence shall be measured from the "create date and time" to
910 the "cleared date and time."
911
912 2) The objective set forth in subsection (a) above shall be calculated as
913 follows:
914
915 (a) - (c+d+e) = (o) or the "Adjusted Number of Out of Service

Conditions Not Repaired Within 24 Hours”

(b) - (c+d+e) = (p) or the “Adjusted Number of Out of Service Calls”

Calculation A (Official Calculation Methodology)

$$\frac{(o) - (f+g+h)}{(p)} \text{ times } 100 = x$$

Calculation B (Reported to Staff Upon Request)

$$\frac{(o) - (f+g+h)}{(p) - (h)} \text{ times } 100 = x$$

(100 - x) = Percent Out of Service < 24 Hours

Variables used in the above formulas are defined as follows:

a = Total Number of Out of Service Conditions Not Repaired Within 24 Hours

b = Total Number of “Out of Service” Calls Received by the Company

c = Subsequent Reports for the same Out of Service condition

d = Condition Caused by Payphone equipment

e = Condition Caused by Customer Premises Equipment (CPE) or inside wiring

f = Exclusion Due to No Access to the Property (when access is required)

g = Exclusion Due to Customer Requested Later Appointment

h = Exclusion Due to Emergency Situations

o = Adjusted Number of Out of Service Conditions not Repaired Within 24 Hours

p = Adjusted Number of Out of Service Calls Received by the Company

3) Whenever a local exchange carrier fails to meet the monthly objectives contained in this Section, it shall file a monthly report relating to the failed objective to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for such failure, within fifteen (15) days after the end of each month in which such failure occurred.

4) The information to be reported pursuant to this Section shall include out of service troubles occurring on holidays or weekends.

- c) In the event that a local exchange carrier fails to repair any out of service condition within 24 hours, such carrier shall provide a reasonable and immediate customer compensation and/or alternative telephone service for each requesting customer. The types of customer compensation or alternative phone services shall be specified in the local exchange carrier's tariff.
- d) If a carrier knows entry to the dwelling is required in order to clear an out of service trouble report, the local exchange carrier shall provide reasonable notice to the affected customer of such premise visit and shall schedule and perform any such visit on a mutually agreed date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon shift). When the repair appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall make reasonable efforts to notify the customer of the delay and the reason for such delay prior to the time of the scheduled appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service.
- e) Required toll-free numbers
- 1) Each local exchange carrier shall provide to its customers the telephone number to call for repair service. Calls to repair service shall be available without charge. When trouble is apparently located in a connecting company, this trouble report shall be immediately referred to the connecting company.
 - 2) Each local exchange carrier shall provide its business office telephone number to its customers. Calls to the business office shall be available without charge.
- f) Repair service shall be available at all times for reporting service out of order. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear out of service trouble at all hours for customers who express an emergency need for service as long as clearing such trouble is consistent with the personal safety of local exchange carrier personnel. For purposes of this subsection (f) only, an emergency need for service shall mean that without service there exists an immediate threat to life, limb, or property.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.540 Installation Requests

- 1003
- 1004 a) Each local exchange carrier shall complete ninety (90%) percent of its
- 1005 "regular service installations" within five (5) business days after the customer
- 1006 requests installation , unless a later date is requested by the applicant or an
- 1007 emergency situation occurs.
- 1008
- 1009 b) Each local exchange carrier shall maintain records and submit reports with
- 1010 respect to this Section as follows:
- 1011
- 1012 1) Whenever a local exchange carrier fails to meet the monthly
- 1013 objectives contained in this Section, it shall file a monthly report
- 1014 identifying the installation requests relating to the failed objective to
- 1015 the Staff of the Illinois Commerce Commission, Telecommunications
- 1016 Division, with a statement of the reasons for such failure, within fifteen
- 1017 (15) days after the end of the month in which said failure occurred.
- 1018
- 1019 c) For purposes of maintaining records or reporting information relating to the
- 1020 objective set forth in subsection (a) above, the information required to be so
- 1021 maintained or reported shall be calculated by measuring customer
- 1022 applications or requests for regular service installation from the date the
- 1023 customer makes such application or request to the date the installation order
- 1024 is signed off by the carrier as completed.
- 1025
- 1026
- 1027
- 1028 d) On a monthly basis, ninety (90%) percent of the local exchange carrier's
- 1029 regular service order installation commitments or appointments to customers
- 1030 with respect to the date shall be met.
- 1031
- 1032 e) If a local exchange carrier knows a premise visit (which includes entry into a
- 1033 dwelling) is required in connection with any regular service installation, the
- 1034 local exchange carrier shall advise the affected customer of such premise
- 1035 visit and shall schedule and perform any such visit at a mutually agreed upon
- 1036 date and time (which shall be identified as occurring within a four (4) hour
- 1037 window, such as a morning or afternoon shift). When the installation
- 1038 appointment cannot be met within the prescribed four (4) hour window, the
- 1039 local exchange carrier shall make reasonable efforts to notify the customer of
- 1040 the delay and the reason for such delay prior to the time of the scheduled
- 1041 appointment, and shall then reschedule a date and time acceptable to the
- 1042 customer that the utility will be able to provide the requested service.
- 1043 Customer-caused delays or customer-missed appointments, may be
- 1044 exempted.
- 1045
- 1046

- 1047
- 1048 f) In the event that a local exchange carrier fails to complete a regular service
- 1049 installation within 5 business days after the customer requests installation,
- 1050 such carrier shall provide a reasonable and immediate customer
- 1051 compensation and/or alternative telephone service for each requesting
- 1052 customer. The types of customer compensation or alternative phone
- 1053 services shall be specified in the local exchange carrier's tariff.
- 1054
- 1055

1056 Section 730.545 Trouble Reports

1057

- 1058 a) Each local exchange carrier shall maintain service so that the average rate of
- 1059 all customer network trouble reports is no greater than 6 reports per 100
- 1060 access lines per month.
- 1061
- 1062 b) For purposes of maintaining records or reporting information relating to the
- 1063 objective set forth in subsection (a) above, the information required to be so
- 1064 maintained or reported shall be calculated by dividing the number of network
- 1065 customer initiated trouble reports in any given month by the total number of
- 1066 access lines in service that are cleared to network dispositions, not customer
- 1067 premises equipment ("CPE"). The rate shall be reported on a per 100 access
- 1068 line basis.
- 1069
- 1070 c) The local exchange carrier shall maintain service so that the percentage of
- 1071 repeat trouble reports for a month does not exceed twenty (20%) percent of
- 1072 the total customer trouble reports.
- 1073
- 1074 d) For purposes of maintaining records or reporting information relating to the
- 1075 objective in subsection (c) above, the information required to be so
- 1076 maintained or reported shall be calculated by dividing the total number of
- 1077 repeat trouble reports by the total number of customer trouble reports, in said
- 1078 month, and shall exclude troubles related to CPE and inside wiring.
- 1079
- 1080 e) Each local exchange carrier shall maintain a record of trouble reports made
- 1081 by its customers. This record shall include appropriate identification of the
- 1082 customer or service affected, the time, date and nature of the report, the
- 1083 action taken to clear trouble or satisfy the complaint, and the date and time of
- 1084 trouble clearance or other disposition.
- 1085
- 1086 f) The local exchange carrier shall maintain service so that the percentage of
- 1087 installation trouble reports for a month does not exceed twenty (20%) percent
- 1088 of the total installations.
- 1089

1090 Section 730.550 Exchange Isolation

a) Each local exchange carrier shall inform the Commission verbally, within 24 hours, of any service interruption exceeding three (3) minutes duration caused by a complete central office failure or isolation of an exchange due to toll circuit failure. This verbal notification shall be made via telephone call to (217)558-6166 and shall consist of the following information:

- 1) Affected Area Code/Prefix
- 2) Exchange Name
- 3) Company Name
- 4) Cause of Interruption
- 5) Outage date and time
- 6) Restoral date and time
- 7) Effect on 9-1-1 Service
- 8) Name and number of person reporting the service interruption.

A written report shall be filed within thirty (30) days, either via U.S. Postal Service, facsimile or e-mail.

b) In the event of a major outage or disaster occurring outside of normal business hours wherein the service outage is expected to last twelve (12) hours or more the company shall notify the Commission immediately via an emergency telephone number (217)558-6166.

c) Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. Those who will be most seriously affected by such interruption shall be notified in advance. Any adjustments for interrupted service shall be made pursuant to 83 Ill. Adm. Code 735.70(e).

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

SUBPART F: SAFETY

Section 730.600 Safety Program

Each local exchange carrier shall adopt and implement a safety program, fitted to the size and type of its operations. At a minimum, the safety program shall:

a) Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner;

1135 b) Instruct employees in safe methods of performing their work; and

1136
1137 c) Instruct employees who, in the course of their work, are subject to the
1138 hazards of electric shock, asphyxiation, or drowning, in accepted methods
1139 of cardiopulmonary resuscitation.

1140
1141 Section 730.605 Accident Reports (Repealed)

1142
1143 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

1144
1145 SUBPART G: BOUNDARIES

1146
1147 Section 730.700 Map Requirements

1148
1149 Each local exchange carrier shall have on file with the Commission an exchange area
1150 boundary map for each of its exchanges within the State of Illinois.

1151
1152 Section 730.705 Map Specifications

1153
1154 a) A local exchange carrier boundary map filed after the effective date of this
1155 Part shall be in accordance with a certificate of service authority. Any
1156 exchange boundary map revision which changes the boundary of the
1157 exchange shall be by petition (see 83 Ill. Adm. Code 200). A new certificate
1158 of service authority will be issued for any exchange in which area is to be
1159 added or withdrawn.

1160
1161 b) Each map shall clearly show the boundary lines of the area which the local
1162 exchange carrier holds itself out to serve in connection with the exchange.
1163 Exchange boundary lines shall be located by appropriate measurement to an
1164 identifiable location if that portion of the boundary line is not otherwise
1165 located on section lines, waterways, railroads, or roads.

1166
1167 c) The name of the local exchange carrier filing the map shall be placed at the
1168 left side of the top of the map, and the name of the exchange followed by the
1169 words "(Name of carrier) Exchange Area Boundary Map" shall be placed at
1170 the right side of the top of the map. The first filing of a map shall be
1171 designated by the word "Original" placed just below the words "(Name of
1172 carrier) Exchange Area Boundary Map". If the map is subsequently refiled,
1173 the words "First Revision" shall be substituted for the word "Original," and on
1174 each subsequent refiling the next higher number shall be substituted for the
1175 number preceding the word "Revision" on the last map filed. The docket
1176 number and the date of the order granting a Certificate of Service Authority
1177 shall also appear at the right side near the top of the map.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.710 Application for Certificate

Each application for a Certificate of Service Authority shall be accompanied by the appropriate exchange area boundary map(s) as exhibit(s) attached to the petition. Each local exchange carrier filing for a certificate covering an original or revised exchange area shall submit a verified statement that the original or revised boundary lines have been agreed to by any other local exchange carrier adjoining the boundary line to be established or changed.

Section 730.715 Service Outside Exchange Boundaries

- a) No telecommunications service will be established outside the exchange boundary of the exchange that normally would provide service except on an emergency temporary basis or after receiving a Certificate of Service Authority.
- b) In cases where local exchange telecommunications service is provided outside the exchange boundary of the normal serving exchange without authorization of the Commission (other than foreign exchange service) and the location of the service is in the exchange of another local exchange carrier certificated by the Commission, the service shall be discontinued as soon as facilities are made available from the exchange in which the service is located. The customer whose service is affected by this Section shall be given at least 90 days notice prior to the time service can be provided from the proper telephone exchange.

Section 730.720 Map Maintenance

Each local exchange carrier shall maintain and make available for public inspection a map of each exchange served.

Section 730.725 District Boundaries (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)